

State CIO's Report to the Technology Services Board
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June 28, 2006

We have made enormous progress over the last several months on several of our major strategic initiatives. Here are just a few of what I consider the most important highlights:

- **State Portal and Websites.** We are very close to establishing a new set of policies and standards governing the State's presence on the Internet. I have issued a white paper describing our progress and announcing an initiative known as "California In-Touch" that calls for a transformation of the State's customer services to make our Web services more Courteous, Trustworthy and Responsive. Based on a year-long research study conducted by the California Research Bureau and work by one of our committees on information organization, usability and findability, we are now starting to issue policies for new website development. Within the next six or eight weeks, we should have available for departments some new look and feel standards and web templates which can be used for redesign of State web sites. Information about these developments can be found on my website (www.cio.ca.gov) by clicking on "California Portal." PK may describe some of this work in his report to the Board since DTS is providing much of the key operational leadership for this initiative.
- **Common Business Management Systems.** The Controller's 21st Century Project, which will replace our legacy payroll systems, has passed the procurement phase and has begun the development phase. This is the first major enterprise-wide application development project to be initiated in many, many years. We have a series of other business management system projects that are now being planned and are moving forward into the procurement phase, with all of these projects being coordinated by the Department of Finance through its "Enterprise Process Advisory Council" chaired by Vince Brown.
- **IT Workforce Classification and Testing.** Our initiative to modernize the IT classification and testing systems is proceeding on track. We've been working closely with SEIU, the Department of Personnel Administration and the State Personnel Board on this project, and I am pleased to say that the bill which we need to enact to implement the new program is well on its way. AB 2241 has cleared the Assembly and the first policy committee in the Senate. This new classification and testing system will be a huge benefit to DTS and to all agencies as we refresh our IT workforce. This is very good news for the State. More information about this plan is available on my website.

Turning briefly to DTS, I am very pleased to see several new service offerings, one dealing with email and the other dealing with server-based computing services. I want to strongly encourage all board members to become knowledgeable about these services and to support our enterprise efforts and DTS by directing agencies under your jurisdiction to consider the benefits of subscribing to these services. I would be particularly pleased to see a very quick and substantial number of orders for these offerings. As with our spectacularly successful strategic sourcing efforts, the benefits to the State will accrue if and only if we all act together to leverage our purchasing power. As Ben Franklin (who was really our country's first chief information officer) said, albeit in a slightly different context, "We must all hang together, for we shall surely all hang separately!"